

Desktop Optimization

NOVEMBER 2010

UTAH DEPARTMENT OF TECHNOLOGY SERVICES



DTS Desktop Optimization Initiative

Enterprise Client Management System

The Enterprise Client Management System (ECMS) project is preparing for the ZCM Agent deployment to desktops.

The project team has initiated a proposal to consolidate agency specific Microsoft enrollments, centralizing licensing through DTS. The process has not been finalized and will require agency approval in the form of amendments to existing agreements. Some of the advantages are:

- Reduction in application bundles – A single application bundle for each Microsoft product can be utilized to deploy applications rather than creating multiple duplicates containing agency specific keys.
- Simplified software administration – DTS can manage auditing and tracking of Microsoft software deployments. This reduces the need for agencies to maintain software inventory for Microsoft

products. Licensing reports will be provided to agencies periodically for verification

ECMS will reduce application bundles and simplify software administration

and record keeping purposes.

The ECMS project is on schedule and is approximately 33% complete.



For more information, go to dts.utah.gov

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Desktop Virtualization Pilot

The Desktop Virtualization Pilot project has completed the installation of the Citrix XenDesktop and XenApp **Proof of Concept (POC)** environments.

The XenDesktop environment creates, distributes, and manages the use of virtual desktops. The XenApp environment creates, distributes, and manages applications that can be streamed to both physical and virtual desktops. The two distinct environments provide numerous options for customizing a user's virtual experience. Look to future editions to provide details of how these options are applied to different use cases.

The creation of a VMWare View **POC** environment is the next step in the Desktop Virtualization Pilot project. The combination of the VMware and Citrix environments will allow DTS to address a broad spectrum of issues which include cost,

performance, regulatory compliance, etc. The installation and configuration of these **POCs**, scheduled for completion in December

2010, is a major milestone in this project.

Two distinct environments provide numerous options for customization

Enterprise Help Desk

The Bomgar remote control appliance has been installed and is being used extensively by the help desk and desktop support staffs.

Some comments regarding the tool are:

Customer Comments:

"Thank you for your help and expertise on getting me through this problem. I have to admit I am very impressed and was awe struck as I watched you correct the problem right in front of my eyes."

-Chief David Hansen, Riverdale Police Department

Help Desk Staff

Comments:

"I love it ... I like using it better than TeamViewer."

"It is extremely useful. I can get so much more done than trying to talk someone through a solution."

"I've had a pretty good experience so far. I've had good success in helping people fix their computer problem and they like having it fixed right away."

Bomgar remote control appliance is being used extensively to provide great customer service



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